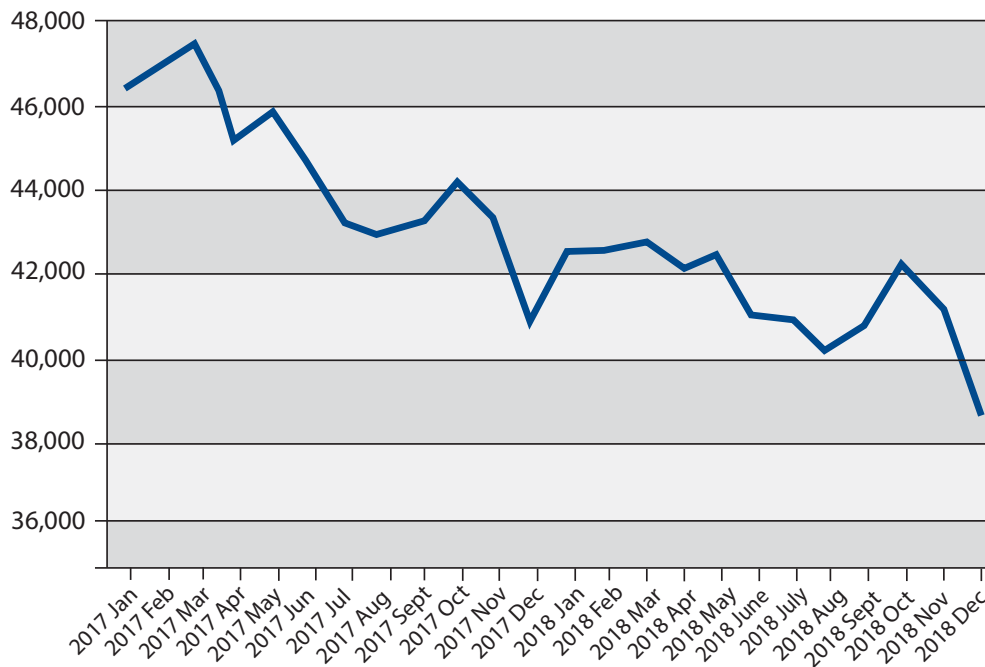


Clients receiving WorkBC services

- To date, 446,489 clients* have accessed WorkBC services since the start of the program, of which 340,508 have been for one-on-one case management delivered at a WorkBC Centre
- In December 2018, 38,735 clients received employment services. Of those, 34,677 received case management services
- There were 1,886 case managed starts in December offset by 3,034 closures, a decrease of 1,148 clients receiving case management services



A case managed client is an individual who requires collaborative one-on-one service and supports from a case manager to achieve sustainable employment.

*Includes new and returning clients.

New starts this month

- Case Managed: 1,886
- Non-Case Managed: 102
- Non-Case Managed Apprentice: 56
- Self-Serve: 183
- Self-Serve Workshop: 30
- Of new case managed clients, 599 (31.8%) are clients returning for additional case managed services and supports

Client types

- 38% of active clients are BC Employment Assistance (BCEA) clients
- 45% of active clients are Federal Employment Insurance (EI) clients
- 27% of active clients are General (not BCEA or EI) clients

Clients can be Federal EI and BCEA clients at the same time. As a result, total is greater than 100%.

Employment outcome rate

- Fiscal Year to date employment outcome rate: 63.6%
- Since program start, 158,413 participants have achieved employment
- The Employment Rate has improved from 62% in fiscal year 2017/18
- Individuals spend an average of 164 days receiving one-on-one personalized services and supports
- 75% of all clients are recognized as having one or more barriers to employment